

ACD Quick Reference Guide

Legacy Telephone ACD		VoIP ACD	
Incalls	Enter Login ID & Passcode	Login	Enter Login ID (no password needed)
		Auto In	Puts Agent into ready status
Not Ready	Puts Agent in not ready status	AuxWorks	Puts Agent into not ready status
MSB	Logs Agent out of ACD	Logout	Logs Agent out ACD
		VU Display	Displays queue information
		Assist	Calls supervisor
MSWMI	Lights up when a message is in the overflow/night service box – <i>if applicable</i>	Msg #	Lights up when a message is in the overflow/night service box

Night Service

On the Legacy Telephone ACD the supervisor (or any agent) would have to remove the Night Service forwarding in the morning and forward again at the end of the day. With the VoIP ACD the ACD queue will open up automatically at the specified hours of operation (i.e. 8 AM – 6 PM), there is no need to modify forwarding unless there is an outage and the need for a front-end message to be played prior to calls being routed to the queue.

ACD Options

On the Legacy Telephone ACD all keys were labeled on the set. On VoIP ACD sets, users will need to scroll to the right to see their Feature List. The Feature List is where all ACD options will be located.

- **VU Display**
 - Can be selected regardless of whether agent is logged into the ACD or not. Queue information will scroll across the top of the display.
 - **Split** – This is the ACD group that the set is associated with.
 - **Waiting** – Shows the number of callers in the queue. If over 9 callers are in the queue the number will change to an “X”.
 - **Agent** – Shows the number of agents logged in and available to take calls (not in AuxWorks). If over 9 agents are logged in the number will change to an “X”.
 - **Oldest** – Shows the wait time of the oldest caller. If the wait time exceeds nine minutes and fifty-nine seconds (9:59) the display will show “X:XX”.
- **Assist**
 - Calls the ACD Supervisor. If pressed while on a call, it will place the caller on Hold. Once the call with the ACD Supervisor is completed you must press the line key (key will be lit up) to return to the call.
- **Msg (if applicable)**
 - When callers leave a message, either in the Night Service route or in the Overflow mailbox, this indicator will light up (green). This button is an indicator only; the mailbox will need to be accessed by calling into the Voicemail system and navigating to the specific mailbox associated with the mailbox.
 - If over 20 callers are in the queue they will be routed directly to the Over-flow mailbox.

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Logging In

On the Legacy Telephone ACD each set had an Incalls key a private line, and in some instances a ghost number as well. On the VoIP ACD the only number on the set is the private number that had been on the previous set (or a new number if a new set). Each agent will be assigned a Login ID that they will need to use (regardless of ACD station they are assigned).

Not Ready

On the Legacy Telephone ACD agents used Not Ready when they were unavailable to take calls, on the VoIP ACD this is accomplished using AuxWorks.

- AuxWorks should be used for periods of unavailability five minutes and under. If an agent will be unavailable for more than five minutes the agent should log out.
 - If an agent remains in AuxWorks and does not log out at the end of the day this will skew the stats for the ACD.

Answering Calls

On the Legacy Telephone ACD agents had the ability to be logged into the ACD and (if a private line is on the set) be able to receive personal calls. On the VoIP ACD agents will be still be able to receive personal calls while logged into the ACD.

Soft-key Options

On VoIP ACD sets, the Soft-key options will change based on the line status (Idle, Incoming Call, On a Call and Incoming Call While on a Call).

- **Idle**
 - **Redial** – call the last dialed number.
- **Incoming Call**
 - **Answer** – Answers the incoming call.
 - **Ignore** – will route the call to the ACD Supervisor set and place the agent in AuxWorks – **should not be used while logged into the ACD.**
 - If not logged into the ACD the call will route to the user's voicemail.
- **On a Call**
 - **Hold** – places the caller on Hold.
 - **Conf(erence)** - conference in other callers (up to 5) or do a warm transfer. When selected, Soft-keys will change to:
 - **Join** – connect additional parties.
 - **Hold** – places the caller on Hold.
 - **Cancel** – cancels the last connection.
 - **Transfer** – will do a cold transfer of the call. When selected, Soft-keys will change to:
 - **Complete** – completes the transfer to the dialed destination and ends the call for the agent.
 - **Hold** – places the current.
 - **Cancel** – cancels the last connection.
 - **Drop** – terminates the current call.
- **Incoming Call While on a Call**

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- **Ans Call** – will place the current caller on hold to answer the incoming call.
 - If logged into an ACD this will put the agent in AuxWorks.
- **Ans Drop** – will drop the current caller to answer the incoming call.
- **Ignore** – will stop the ringer from ringing and follow the coverage path as set up.
 - For most users this will route the caller to the users' voicemail box unless the user is logged into an ACD. If logged into an ACD the call will route to the ACD Supervisor set.